

Large Specialty Medical Group Reduces After-Hours Burden With Conduit's Nurse-First Triage

Challenge

The Urology Group, a large independent specialty practice with over 30 physicians and dozens of advanced practice providers, was struggling with an after-hours call process that resulted in every call being sent directly to the on-call physician. Routine questions, and non-urgent concerns were waking physicians at all hours, creating constant operational noise.

As a high-volume specialty group balancing busy clinics, ER consults, and complex patient needs, the added strain pushed physicians toward burnout and dissatisfaction. Leadership needed a clinically guided structure that could stabilize after-hours operations, ease the burden on physicians, ensure calls were routed appropriately and most importantly; patients' needs were managed safely.

Solution

After evaluating several vendors, the practice selected Conduit Health Partners because the team felt Conduit was the most professional, most experienced, and the partner they were most comfortable trusting with their patients. "Conduit has the metrics, experience and quality control which were all things that were appealing to us," shared Dr. Bey, Chairman of the Board for The Urology Group.

Conduit Health Partners' nurse-first triage model introduced the structure the group had been missing. Triage nurses had the clinical skill and dedicated time to fully listen to callers, provide guidance, and safely resolve many concerns without escalating unnecessarily. Patients received a calmer, more thorough after-hours experience, and physicians were shielded from interruptions that did not require their expertise.

The partnership piece mattered. "Conduit Health Partners was highly receptive to feedback and adjusted workflows to support the group's operational and cost goals. These refinements increased the percentage of calls handled by nurses and reduced escalation patterns that had overwhelmed physicians for years," commented Dr. Bey.

The outcome was a clearer, more efficient after-hours system where physicians only saw what actually required a physician.

Results

Conduit Health Partners' nurse-first triage delivered immediate improvements across operations, physician well-being, and patient experience:

- Significant reduction in unnecessary after-hours calls
- Physicians able to focus on truly urgent or emergent needs
- A more attentive patient experience during after-hours
- A sustainable structure that eased burnout pressure for a busy specialty team

The Urology Group needed a reliable way to reduce after-hours operational noise, protect their physicians, and maintain high-quality patient care in a demanding specialty environment. Conduit's nurse-first triage provided a structured, responsive model that made the job more manageable for physicians while creating a better experience for patients after-hours.

75

Percent of after-hours calls were fully managed by Conduit nurses and did not require escalation to a provider. These are calls that would have otherwise went directly to the provider.

Call volume data of The Urology Group, Feb–Oct 2025

“Conduit has been a quality organization for our practice. Their triage team is professional, their metrics are strong, and our physicians have been consistently appreciative. The support has improved our doctors' quality of life by reducing unnecessary after-hours demands and the service has been excellent for our patients.” — Aaron L. Bey, M.D., M.B.A., Chairman of the Board, The Urology Group